



CoPilot Product Warranty

Warranty Statement

Squid Ink Manufacturing, Inc. warrants that all the products it ships will be in good working order and free from defects in material and workmanship and will conform to the published specifications for that product.

Warranty Period

For hardware and software products excluding printheads, the warranty period is 12 months from the date of shipment from Squid Ink.

Printheads

Printheads are warranted for 6 months from the date of shipment from Squid Ink. Use of inks, flush fluids, and cleaning fluids that are not obtained from Squid Ink, or which do not meet Squid Ink's manufacturing specifications and have written approval of Squid Ink void the warranty on printheads. Use of a printhead wipe material not approved by Squid Ink voids the warranty on printheads. Printheads are specifically not warranted against clogged jets, crooked jets, or scratched orifice plates.

Repairs

All repairs are rigorously tested for optimum operation and print performance and warranted to be, under normal and proper use, free from defects in material and workmanship for a period of 90 days from the date of service.

Print Quality

Print quality achieved in a given application is dependent on the installation, the material handling, and the maintenance provided. Squid Ink makes no warranty that the print quality achieved in an application will be the same as that achieved during a printer demonstration or on a test piece in our print laboratory.

Shipping Policy

Customer pays all incoming shipping charges. If the item is defective and under warranty, Squid Ink will pay all return shipping charges via the least costly method. If expedited shipping is desired, the customer must furnish their shipping account number and shipping fees will be charged to that account.

Exclusions

Damage due to tampering, abuse, improper adjustment, electrical interference, hot-plugging printheads, or the use of non-approved components will void all warranties by Squid Ink and its distributors. Use of inks, flush fluids, and cleaning fluids that are not obtained from Squid Ink, or which do not meet Squid Ink's manufacturing specifications and have written approval of Squid Ink void the warranty on printheads. Use of a printhead wipe material not approved by Squid Ink voids the warranty on printheads. Printheads are specifically not warranted against clogged jets, crooked jets, or scratched orifice plates.

Warranty Procedures

If you believe that a product may be defective and may be covered by warranty, please call Squid Ink Technical Service at 1-800-877-5658. If defective, you will receive a Return Material Authorization number and may return the defective item to Squid Ink.

Squid Ink will analyze the product and, if indeed found to be defective, we will, at our option, replace or repair the item. If the item is found not to be eligible for warranty, you will be notified and may decide on disposition. Defective products will be replaced or repaired as promptly as possible.

Warranty within 45 days of invoice

For warranty questions that take place within 45 days of the original invoice, Squid Ink will allow cross-shipment of a replacement component to an end-user customer or Squid Ink distributor. The customer will be invoiced for the replacement component.

Upon receipt of the returned component, Squid Ink will evaluate it and issue credit where necessary. For components that have been misused or externally damaged, Squid Ink will not issue credit, and will contact the customer to determine whether they want the component repaired and/or returned.

Warranty 45 days to 1 year from invoice (6 months for printheads)

For warranty questions that take place more than 45 days from the original invoice, Squid Ink requires the end-user or Squid Ink distributor to return the component to Squid Ink for repair. Upon receipt of the returned component, Squid Ink will evaluate it and repair as necessary. Components that fall within our warranty policy will be repaired normally within 5 business days of receipt and returned to the customer via standard ground shipping at Squid Ink's expense. If expedited shipping is required, the customer must furnish their shipping account number and shipping fees will be charged to that account. For components that have been misused or externally damaged, Squid Ink will contact the customer to determine whether they want the component repaired and/or returned.

Warranty Eligibility

The warranty provided by Squid Ink Manufacturing, Inc. is only to the original buyer.

Limited Warranty

THE ABOVE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY AND NON-INFRINGEMENT.

Disclaimer of Damages

REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SQUID INK MANUFACTURING, INC. BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES, INCLUDING LOST PROFIT OR LOST OPPORTUNITIES OF ANY TYPE ARISING OUT OF THE USE OR INABILITY TO USE THESE PRODUCTS EVEN IF SQUID INK MANUFACTURING, INC. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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